

Role Profile

Part A - Grade & Structure Information

Job Family Code	13SW	Role Title	Service Manager Multi-Agency Child Protection Team (MACPT)
Grade	PS13	Reports to (role title)	Assistant Director Family Help
JE Band	614-734	Directorate / School	Children, Families, & Lifelong Learning
Date Role Profile was created	May-26	Service / Department	Family Help - MACPT
<u>Agile</u>	Community	<u>DBS Requirement</u>	Enhanced with Children

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To provide strategic and operational leadership to the Multiagency Child Protection Team (MACPT), with responsibility for the delivery of statutory child protection functions including strategy discussions, Section 47 enquiries and threshold decision-making, in accordance with Working Together 2026 and local safeguarding arrangements. The Service Manager leads and manages the MACPT as a multidisciplinary service, bringing together social work, police, health and education expertise to ensure timely, proportionate and well evidenced responses to children at risk of significant harm. The role is accountable for ensuring that child protection decisions are consistent, defensible and rooted in high-quality multiagency analysis. The Service Manager has line management responsibility for the Lead Child Protection Practitioner (LCPP) role(s) and is responsible for embedding the Families First Partnership Programme (FFPP) model within child protection practice. This includes ensuring that LCPPs are effectively supported to lead statutory decision-making, oversee Section 47 enquiries and promote strong practice standards across the system. The role works closely with CSPA and Family Help Service Managers to ensure that pathways for children and families are clear, effective and aligned to the principle of right service, right time. This includes ensuring smooth transitions into and out of MACPT involvement, and that families experience continuity, clarity and purposeful support. A central responsibility of the role is to ensure that MACPT operates as a centre of excellence for threshold decision-making, while also promoting relational, respectful practice. The Service Manager ensures that when families experience statutory services for the first time, or in moments of crisis, they are treated with dignity, understand the concerns and decisions being made, and are supported to engage with their own networks, community resources and partner support wherever it is safe to do so. The Service Manager holds a strong system leadership and performance focus, overseeing demand, throughput, quality and outcomes across child protection activity. This includes quality assurance, use of performance data, learning from practice and addressing barriers or risks within the wider safeguarding system. The role is responsible for creating the conditions within MACPT that enable practitioners and managers to develop within their roles, through high-quality supervision, professional leadership and a culture of reflective, multiagency decision-making that supports confident and consistent practice.
Work Context	The MACPT is a central component of the Families First Partnership Programme, designed to strengthen statutory child protection by bringing together social work, police, health and education expertise within a single, integrated team. The Service Manager operates at a senior level within Children's Services, working closely with CSPA, Family Help Service Managers and safeguarding partners to ensure clear pathways, consistent thresholds and effective transitions between services. The role sits at the point of highest risk within the system and requires confident leadership, strong professional judgement and close collaboration across agencies to ensure that statutory duties are met and that children and families experience coherent, well-coordinated support.
Line management responsibility if applicable	Direct line management responsibility for between 3 and 5 MACPT Team Managers and oversight of the operational delivery of multi-agency roles within the MACPT, including social work, police, health and education contributions.
Budget responsibility if applicable	Responsible for staffing budget of c £2m and a service budget: c£500,000.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management Manage risk in relation to service delivery, ensuring safeguarding responsibilities for children with disabilities are met and that practice and decision-making are timely, proportionate and consistent. Contribute to the corporate risk management framework, ensuring risks associated with complex need, disability, care provision and regulated services are identified, escalated and mitigated appropriately. Work in partnership with MACPT and safeguarding services to ensure clear, timely and proportionate decision-making where risk escalates, supporting effective escalation and de-escalation across thresholds of need for disabled children and their families. Service Development Evaluate existing Children with Disabilities service provision, taking account of feedback from children, families and partners, inspection findings and broader external developments, to ensure innovative solutions are proposed that maximise service quality, efficiency and continuity. Drive change and embed new ways of working to ensure high-quality, inclusive and outcome focused service delivery for disabled children and their families, while achieving value for money. Maintain oversight of service performance, including patterns of demand, quality of practice, timeliness of intervention and impact on outcomes for children and families. Act on emerging risks such as drift, delay or inappropriate escalation, ensuring effective use of resources and continuous service improvement. Contribute to the leadership of the wider Family Help system, supporting consistency of thresholds, decision-making and practice standards, while ensuring the distinct statutory and specialist requirements of Children with Disabilities services are fully understood and upheld. Planning & Organising Develop and ensure the implementation of operational and service plans and policies for Children with Disabilities services and play a key role in longer-term planning to develop and implement new initiatives and operational systems that respond to need, demand and legislative change. Assist in the production of service plans, including the setting, monitoring and evaluation of service targets, ensuring alignment with strategic priorities and statutory responsibilities for disabled children and young people. Finance / Resource Management Plan, control and monitor the allocation and use of allocated budgets, resources and funding to ensure maximum value is delivered. Maintain oversight of staffing, service and commissioned provision budgets, ensuring resources are deployed effectively to meet the assessed needs of children with disabilities and their families. Work with Others Liaise internally and externally to ensure Children with Disabilities service issues are appropriately represented, understood and acted upon to enhance service delivery and outcomes. Work with a wide range of agencies and partners, including health, education, police and the voluntary and independent sector, to develop and coordinate services in line with government policy and local priorities. Build and sustain strong multiagency partnerships to ensure coordinated, joined-up and effective delivery of support for disabled children and their families across early support, statutory intervention and commissioned provision. People Management Manage the service delivery of teams and units, ensuring all work with children and families — including complex, high-risk and statutory cases — is progressed in line with legislative, regulatory and quality standards. Provide leadership, motivation and development for managers and staff through effective supervision, coaching and support, building a confident, skilled and resilient workforce capable of meeting the specialist needs of children with disabilities and their families. Duties for All Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively with a diverse range of stakeholders, promoting equality of opportunity and ensuring services are accessible and responsive to the needs of disabled children and their families. Health, Safety and Welfare: To maintain high standards of health, safety and welfare at work, taking reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	Relevant professional qualification and registration where required plus substantial experience at a senior management level in specialist area. Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services. • Comprehensive knowledge and awareness of broader contextual factors affecting national service delivery. Ability to exercise a significant degree of critical and constructive thinking and demonstrate evaluative judgement. Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application. Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Excellent written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. High level problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. Proven ability to assess risks and benefits and respond appropriately. Clear evidence of political acumen. Wide experience in successful leading, motivating, coaching, mentoring and developing staff. Expert specialist knowledge consistent with the role.

Details of the specific qualifications and/or experience if required for the role in line with the above description	Professional social work qualification and registration with the appropriate regulatory body (Social Work England). Significant post-qualification experience in statutory child protection and assessment. Evidence of continued professional development relevant to safeguarding leadership and system working. Satisfactory Enhanced DBS clearance. Ability and willingness to work flexibly in response to service demands, including travel and occasional out-of-hours working. Requires full driving licence and access to a vehicle. Ability and willingness to work flexibly in response to service demands, including travel and occasional out-of-hours working.
Role Summary	Roles at this level plan, organise and manage large and complex teams or specific service areas, and/or provide day to day operational management for a specified geographical area or service. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or council objectives. Roles at this level require extensive management experience and high-level expertise. They exercise a significant degree of flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.
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